



Teller and Financial Services Skills (TFS): Employer Feedback

Please check the 15 or so most important skills to your organization. Although all of the following skills are important, **the checked competencies are required to qualify as an applicant.**

Check if required	<i>Customer Relations Skills</i>	
	1 Deals with irate or angry customers.	Customer Relations
	2 Maintains confidentiality of customer information.	Customer Relations
	3 Generates sound and logical solutions for dealing with problems or unexpected occurrences.	Customer Relations
	4 Interacts with customers and others in a polite and courteous manner.	Customer Relations
	5 Reviews transaction items presented by customers to assure the items are acceptable for processing (e.g., signature matches name on account, numeric dollar amount matches written dollar amount, etc.).	Customer Relations
	6 Determines which problems/issues self, should handle, versus those that should be referred to supervisor/manager.	Customer Relations
	7 Presents the features and benefits of services/products to customers/prospective customers in order to influence their purchase decision	Customer Relations
	8 Interacts with customers to resolve service/product complaints.	Customer Relations
	9 Interacts with coworkers to resolve operating or service problems.	Customer Relations
	10 Identifies services/products most suited to the expressed needs of customers/prospective customers.	Judgment
	11 Initiates action on problems/requests, rather than simply referring same to supervisor/manager.	Judgment
	12 Applies policies/procedures to the individual situations of customers.	Judgment
	13 Explains policies and procedures to customers/prospective customers	Judgment
	14 Establishes priorities for own work activities when faced with competing work demands.	Judgment
	15 Explains policies and procedures to customers/prospective customers.	Judgment
	16 Makes decisions/recommendations concerning exceptions to standard procedures/policies (e.g., when to: reduce/waive service charges assessed a customer; decrease hold period on an out-of-state check for a particular customer, etc.).	Judgment
	17 Handles problems/tasks that are not own direct responsibility (e.g., refrains from taking a "not-my-job" posture; is proactive in dealing with problems or difficult customers, rather than simply passing them on to others; etc.).	Judgment

